

### **What are the commercial dialing prefixes for Caserma Del Din?**

The DSN prefix for organizations on Caserma Del Din is 637.

Unlike the commercial dialing prefix (0444-71-XXXX) for the Caserma Ederle and other Vicenza area locations, commercial prefixes for organizations on Caserma Del Din cannot be standardized. The commercial prefixes vary and are tied to the 4th digit of the DSN number.

If the DSN number is 637-1XXX, 637-2XXX, or 637-4XXX, the commercial prefix is 0444-66-XXXX.

If the DSN number is 637-7XXX or 637-8XXX, the commercial prefix is 0444-61-XXXX.

### **Is there shuttle bus service to Caserma Del Din?**

There is point to point service between Ederle and Del Din. The service operates Mon.—Fri.: 6:30 a.m.—9:30 p.m. excluding Federal Holidays. Bus schedules are posted at ACS (Building 108) on Ederle as well as the Central Processing Facility on Ederle. Schedules on Del Din are clearly posted at each of the eight Del Din bus stops.

### **How many buses will there be?**

There are two services – the existing VMC shuttle and the Ederle to Del Din / Del Din to Ederle service.

### **Who is eligible to ride?**

As with the existing route, the purpose of the shuttle service is to support single Soldiers in barracks or Gov-provided housing. All other ID card holders can ride the bus on a space available basis.

### **What is the commercial shipping address for DD?**

Del Din GPS Coordinates: 45.569622, 11.523886 Street Address: Viale A. Ferrarin, 136 Vicenza, 36100

### **Who can eat at the Dining Facility?**

This is determined by the Garrison Commander, but the Del Din DAFC is expected to model the Ederle DFAC: military meal card holders and Active Duty Soldiers are the priority with the rest of the community allowed to utilize the privilege on a space available basis.

### **Del Din Fitness Center Hours**

Mon.—Fri.: 5:30 a.m.—8:30 p.m.

Sat.—Sun.: 9 a.m.—6 p.m.

Federal Holiday: 11 a.m.—5 p.m.

Training Holiday: 7 a.m.—7 p.m.

### **Del Din Pool Hours**

Mon.–Fri.: 6 a.m.–8:30 a.m. (PT Swim); 10:30 a.m.–7 p.m. (Open Swim)

Sat.–Sun.: Closed

Federal Holiday: Closed

Training Holiday: 10:30 a.m. – 7 p.m.

**Del Din Library Hours**

Mon.–Thu.: 11 a.m.–6 p.m.

Fri.–Sat.: Closed

Sun.: Noon–4 p.m.

Holidays: Closed

**Del Din Warrior Zone Hours**

Mon.–Thu.: 11 a.m.–10 p.m.

Fri.–Sat.: 11 a.m.–2 a.m.

Sun.: 11 a.m.–10 p.m.

Holidays: 11 a.m.–10 p.m.

**Del Din Warrior Zone Satellite ODR Office Hours**

Mon.: 11 a.m.–8 p.m.

Tue.–Wed.: Closed

Thu.–Fri.: 11 a.m.–8 p.m.

Sat.–Sun.: Closed

**Ederle Fitness Center Hours**

Mon.–Fri.: 5:30 a.m.–8:30 p.m.

Sat.–Sun.: 9 a.m.–6 p.m.

Federal Holidays: 11 a.m.–5 p.m.

Training Holidays: 7 a.m.–7 p.m.

**Ederle Post Pool Hours**

Tue.–Fri.: 6 a.m.–8:30 a.m. (PT Swim)

Sat.: 9:30 a.m.–5:30 p.m.

Sun.–Mon.: Closed

Federal Holidays: Closed

Training Holidays: 10:30 a.m.–7 p.m.

### **Ederle Library Hours**

Mon.–Fri.: 10:30 a.m.–7 p.m.

Sat.–Sun.: Closed

Holidays: 11 a.m.–5 p.m.

### **What activities/capabilities does the Warrior Zone have?**

The Warrior Zone is a State of the Art Entertainment Facility designed for Single Soldiers and their guests as a home away from home. It has a Home Theatre Room, Gaming Area, Pool Tables, DJ Booth, Full Snack Bar, and Wi-Fi. Throughout the year we will be host various events and programs such as gaming tournaments, card tournaments, club nights, etc.

### **Who can use the Warrior Zone?**

All authorized FMWR patrons are allowed to utilize the Warrior Zone during business hours. However, after 8 p.m., only adults 18 years and older are allowed in the facility.

### **Can I eat lunch or dinner at the Warrior Zone?**

Yes, just like at the Arena on Ederle, if you have access to post, you can eat at the Warrior Zone.

### **What services will the DFMWR Check-it-out provide and who can use them?**

The Outdoor Recreation Satellite office will offer a variety of equipment depending on the season such as bicycles and camping gear in the summer and Ski's, Snowboards, etc., in the winter.

Per AR 215-1, Use of services is open to all US military and civilian ID holders, NATO personnel, Local National employees, contractors, Carabinieri and guests sponsored by an authorized patron.

### **Who can use the sports fields?**

The sports fields on Del Din are for Soldier use only.

### **Who is the POC for sports field reservations?**

The POC for Del Din sports fields reservations will be the Del Din Fitness Center Manager, Anne Connor, 634-7779 / 0444-61-7779.

**Are reservations required for sports fields or courts?**

All courts are first come first serve, we prefer 2 weeks turnaround time to best serve you.

**Who can use the Del Din Fitness Center?**

Per AR 215-1, Use of services is open to all US military and civilian ID holders, NATO personnel, Local National employees, contractors, Carabinieri and guests sponsored by an authorized patron.

**Can Local Nationals or Visitors use the Fitness Center?**

If they have a pass to come on Post yes. If they are your guest, you must stay with them.

**What is the Age Policy for children to be able to use the equipment in the Fitness Center?**

IMCOM Europe has established policy for the safety and protection of our children.

12-15 years old can work out in the weight and cardio room only with a parent's supervision.

11 or younger can be in the basketball court with parents.

Youth agencies, such as DoDDS, chapel groups, scouts can use the facilities with adult supervision.

**Will you have fitness classes at the Del Din Fitness Center?**

Periodically we will have fitness classes at the Del Din Fitness Center. The main location for fitness classes will remain at the Ederle Fitness Center as the number of classes we offer depends on number of instructors and participants.

The Del Din Fitness Center will be focusing mainly on Tactical Athlete Performance and Mission Essential Fitness.

The Ederle Fitness Center will focus on both Community/Family Fitness and Tactical Athlete Performance.

**How do I arrange or schedule a Massage or Personal Trainer?**

Please call the therapists or trainer directly to schedule your time.

**What are the fees for Fitness Classes, Massage Therapist and Personal Trainers?**

Group fitness classes are \$3 per class or 10 classes for \$25, massages are \$20 for half hour and \$40 for a full hour, personal trainers are \$ 25 per hour.

**What certification is needed to become a Personal Trainer, Massage Therapist or a Sports Official?**

A nationally recognized agency for personal trainers and therapists. We provide officials training by a certified trainer from the governing body of the sport

**Will the fitness center serve refreshments? What kind?**

We are planning on opening a small Grab and Go Coffee Shop in 2014. The first year of operation will focus on Fitness Center, Athletic Fields, and Aquatics Operations. Types of refreshments being discussed are coffee, juice, and quick food items for breakfast and lunch.

**Where do we find information about upcoming Sports Events, i.e. Leagues and Tournaments?**

Check out our bulletin board or the DFMWR web site.

**Is there a Dress Code to use the Fitness Center?**

Yes, athletic attire with closed toed shoes. ACU's are authorized.

**How long can I keep my stuff in the lockers?**

Daily use only.

**What is the policy for Sauna and Steam Room usage?**

You must wear clean attire, no vinyl suits.

**Where do I park to get to the Fitness Center on Del Din?**

The only parking on Del Din will be in the two parking garages centrally located on Del Din.

**Where is the Wellness Center located in the Ederle Fitness Center?**

2nd floor in the far end of the building.

**Will I have a mail box at the DD CMR?**

The current plan is that residents of DD will be the only ones getting a CMR receptacle. Once all DD residents have been issued a box, the Postal Service Center (PSC) will address availability and distribution of remaining boxes.

**Will the CMR and/or APO be the same?**

The CMR and APO will be different; the PSC is working to address this issue further. The USPS mailing address will also be addressed by the PSC as soon as possible.

**Will official mail be delivered to DD?**

Unfortunately, due to lack of space, official mail will not be delivered to DD. Units will have to pick up their mail from the Caserma Ederle PSC.

**What will the DD CMR operating hours be?**

The operating hours will mirror the Vicenza Postal Service Center. Mon., Wed., Thu. & Fri.: 10 a.m.—5:30 p.m. and Tue.: 11:30 a.m.—5:30 p.m.

**What are the Army Community Education Services (ACES) hours?**

ACES is open Mon.—Fri.: 8 a.m.—5 p.m.

**What do we do if we get locked out of our building/room?**

The CQ on duty should be able to assist with accessing barracks rooms in the case of a lock out. Otherwise, call DPW Work Reception at 634-7491.

**Who will make barracks room assignments?**

Upon construction completion, barracks room assignments will be determined by Housing and the 173<sup>rd</sup> IBCT (ABN). Through the end of the construction phase, DPW TCMO will determine the readiness of barracks rooms.

**Whom do we call for work orders?**

Call DPW Work Reception at 634-7491. Emergencies can be called in 24/7. Non-emergencies should be called in Mon.—Fri.: 8 a.m.—5 p.m.

**Will there be a “You Do It” shop for DD?**

There is currently no “You Do It” shop at Del Din.

**How often should I expect my office or gym or building to be cleaned? Starting when?****Custodial Service Contracts**

Barracks:           None

AAFES:           None, AAFES has their own contract

Fitness Center: 3-day schedule v. 6-day schedule? Being worked by MWR

**Installation Admin (1 basic service/week):**

Bldg 11 – 200sm

Bldg 42 – 210sm

**High Use Admin (3 basic service/week):**

ACP (Bldg 6-7-8) – 224sm

**When I can dump trash in the dumpsters?**

Refuse service starting 4 Mar 2013:

ACP Bldgs. 5, 6, 7, 8, 9, 25

Bldg #11 Fire Station

Bldg #42 Dial Central Office

Bldg #27 AAFES Shoppette

BLDG #3 Barracks (East)

**Is the water at DD potable?**

Yes.

**Will there be a sidewalk leading to the entrance gate at DD?**

There is no sidewalk at the moment. Coordination with City of Vicenza is ongoing.

**Is there an Eco Center on Del Din?**

Yes.

**Whom do I call if I have phone and/or internet service problems?**

Commercial internet is being provided by AAFES. Service is "pay-as-you-go". Sign up and pay for service online. An English speaking help desk number will be provided by the service provider upon sign up. Service support for telephones will be with the commercial service provider.

**Can we get cable/SKY/AFN?**

SKY is NOT available in the barracks. AFN will be provided free of charge though delivery date has not been established. Customers will not need to buy an AFN receiver.

**Is there a work order desk for 509<sup>th</sup> at DD?**

Yes. 119 is the service desk contact number.

**Is there network connectivity for copier machines?**

Yes. Unit IT staff have direction to provide 509<sup>th</sup> specific information which will enable that network connectivity.

**What types of AAFES services are in the Mini Mall?**

Express (retail store) with full line Snack Avenue (hot dogs, burritos, coffee, tea, fountain drinks, ice drinks, etc), Barber Shop (seven chairs), Mobile Center (Cell Phone Shop), Italian Coffee Shop , Subway

**What are Mini Mall services/concessions hours?**

Currently the Express (retail store) is open with limited hours: Mon.—Fri.: 5 p.m.—9 p.m.; Weekends: 10 a.m.—5 p.m.

**Will the Mini Mall be a WiFi hotspot?**

Not at this time; first we need to get all rooms working without any issues before attempting to go wireless.

**Can LNs eat at the Mini Mall?**

Yes, without restrictions at Subway or Coffee Shop and limited to Snack Avenue items inside the retail store.

**Can you pre-order sandwiches at Subway?**

Not at this time, but it will be an option once we have at least three full months with the population and can work the details.

**How do you find out about AAFES employment opportunities at DD?**

For US personnel visit [www.shopmyexchange.com](http://www.shopmyexchange.com); for LN personnel please visit the HRO office at BLDG 367 in Ederle (next to UTEP).

**What is the procedure for signing in visitors?**

Visitors will be signed in at the visitors center located at the Del Din main gate.

**Will I need to go back to IACS to get onto DD?**

No. The system is the same.

**Will my ID card get me into Del Din?**

Yes.

**Will my SUV fit in the parking garage?**

Yes. Vehicle spacing will accommodate all passenger vehicles.

**Where do I park my motorcycle?**

Motorcycles will be parked in the parking garage.



**Can anyone park in parking garage spaces marked “Carpool/Vanpool” and/or “Low Energy Vehicles” (LEV)?**

Yes, if your vehicle meets the category listed above.

**What is the height clearance at the parking garages?**

2.5 Meters (8 feet 2 inches).

**What is the function of the Del Din MP station?**

The MP Station on Del Din serves as a substation for the base and the community. However, it will be limited to reporting and general processing, i.e. larceny, traffic accident (US vs. US only). If you need Carabinieri, Investigations, CID or interpreter support you will need to proceed to the main station on Caserma Ederle.

**What will be the policy for visitor access to DD?**

Same as Caserma Ederle.

**Can pedestrians and/or bicycles access DD? Where?**

Yes, via the Del Din main gate.

**Can taxis access DD?**

No.

**Can I pick up my MP report at the DD MP station?**

No. Services are limited to reporting crimes. All administration is located at the main MP Station on Caserma Ederle.

**Are sidewalks off limits for bicycles?**

Yes. Del Din is designed to be vehicle free so there is no reason for riders to not use the road. Sidewalks are for walking.

**Do I need to register my bicycle at DES?**

No. Currently bicycle registration is available at the owner’s discretion.

**Is there storage for bicycles?**

Yes. Bicycle racks are located across the entire installation. Currently there are none inside the parking garage.

**Who controls the barriers on Del Din and how?**

Essential personnel such as emergency services and service providers like DPW. All other access is conducted on a case-by-case basis.

**Are modes of transportation besides POVs, motorcycles and bicycles authorized on DD?**

Scooters are considered part of the motorcycle family. E-Vehicles are highly encouraged. The current command policy does not restrict skateboarding or inline skating.